

Departmental Quarterly Performance Report

Department Name: Miami-Dade Transit

Reporting Period:

FY2003

Second Quarter

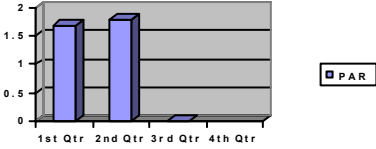
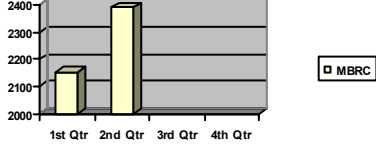
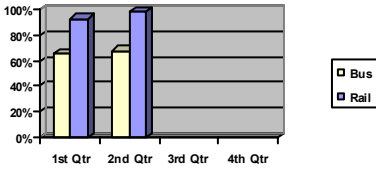
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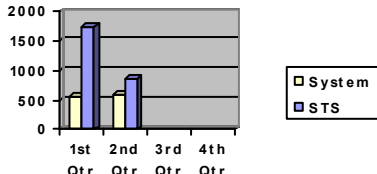
MAJOR PERFORMANCE INITIATIVES

<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-3 Reduce Preventable Accidents 5% from FY02 level</p>  <p>1st Qtr 2nd Qtr 3rd Qtr 4th Qtr</p> <p>PAR</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-1 Purchase new buses to replace outdated or those that have exceeded policy limits of 500,000 miles or 12 years</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-3 Increase miles between road calls by 10% from FY02 levels</p>  <p>1st Qtr 2nd Qtr 3rd Qtr 4th Qtr</p> <p>MBRC</p> <p>Miles between road calls (MBRC) for January, February and March 2003 showed significant improvements and were 2,439, 2,447 and 2,280 respectively, for an average of 2,389 for the second quarter. The current year's average of 2,272 exceeds the 10% improvement goal over FY2002's average of 2,053.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>TP-1 Improve on-time performance for Metrobus to 72% and Metrorail to 99%</p>  <p>1st Qtr 2nd Qtr 3rd Qtr 4th Qtr</p> <p>Bus Rail</p> <p>On-time performance averaged 68% for the second quarter (70%, 67% & 66% for January to March respectively) resulting in a year-to-date average of 67%, which is less than last year's average of 71%</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>

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<div>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></div> <div>PS-3 Maintain complaints for Metrobus, Metrorail and Metromover at or below FY02 levels and reduce STS customer complaints by 5% from FY02 levels</div> <div><table><caption>Complaint Data (Estimated)</caption><thead><tr><th>Quarter</th><th>System</th><th>STS</th></tr></thead><tbody><tr><td>1st Qtr</td><td>~600</td><td>~1800</td></tr><tr><td>2nd Qtr</td><td>~600</td><td>~1000</td></tr><tr><td>3rd Qtr</td><td>~600</td><td>~1000</td></tr><tr><td>4th Qtr</td><td>~600</td><td>~1000</td></tr></tbody></table></div>	Quarter	System	STS	1st Qtr	~600	~1800	2nd Qtr	~600	~1000	3rd Qtr	~600	~1000	4th Qtr	~600	~1000	<div><input type="checkbox"/> Strategic Plan</div> <div><input checked="" type="checkbox"/> Business Plan</div> <div><input type="checkbox"/> Budgeted Priorities</div> <div><input type="checkbox"/> Customer Service</div> <div><input type="checkbox"/> Workforce Dev.</div> <div><input type="checkbox"/> ECC Project</div> <div><input type="checkbox"/> Audit Response</div> <div><input type="checkbox"/> Other _____</div> <div>(Describe)</div>
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<div>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></div> <div>Begin Operating Palmetto Metrorail extension station</div> <div>Station opening scheduled for May 2003.</div>	<div><input type="checkbox"/> Strategic Plan</div> <div><input type="checkbox"/> Business Plan</div> <div><input checked="" type="checkbox"/> Budgeted Priorities</div> <div><input type="checkbox"/> Customer Service</div> <div><input type="checkbox"/> Workforce Dev.</div> <div><input type="checkbox"/> ECC Project</div> <div><input type="checkbox"/> Audit Response</div> <div><input type="checkbox"/> Other _____</div> <div>(Describe)</div>															
<div>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></div> <div>Purchase 110 new 40-foot replacement buses, 100 new 40-foot buses for expansion and 70 new 30-foot buses for expansion</div> <div>Replacement buses are scheduled to arrive in FY 04; received ten 30-foot expansion buses in current quarter, the remaining are scheduled to arrive in the fourth quarter of FY 03.</div>	<div><input type="checkbox"/> Strategic Plan</div> <div><input type="checkbox"/> Business Plan</div> <div><input checked="" type="checkbox"/> Budgeted Priorities</div> <div><input type="checkbox"/> Customer Service</div> <div><input type="checkbox"/> Workforce Dev.</div> <div><input type="checkbox"/> ECC Project</div> <div><input type="checkbox"/> Audit Response</div> <div><input type="checkbox"/> Other _____</div> <div>(Describe)</div>															
<div>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></div> <div>Increase bus service miles from 27 to 45 million miles and from 1.9 million hours to 3.3 million hours</div> <div>Service expansion is ongoing; as of March lineup annualized miles were</div>	<div><input type="checkbox"/> Strategic Plan</div> <div><input type="checkbox"/> Business Plan</div> <div><input checked="" type="checkbox"/> Budgeted Priorities</div> <div><input type="checkbox"/> Customer Service</div> <div><input type="checkbox"/> Workforce Dev.</div> <div><input type="checkbox"/> ECC Project</div> <div><input type="checkbox"/> Audit Response</div> <div><input type="checkbox"/> Other _____</div> <div>(Describe)</div>															

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<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Add 24 hour daily service for rapid transit beginning June 2003</p> <p>Still on schedule for implementation in June 2003.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input checked="" type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Increase frequency of rail service to every 15 minutes during evenings and weekends and to every 10 minutes during midday hours</p> <p>Still on schedule for implementation in June 2003.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input checked="" type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Provide free Metromover service for everyone</p> <p>Implemented November 6, 2002.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input checked="" type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Provide courteous transit service by providing refresher training courses to drivers and supervisors</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input checked="" type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____</p> <p>(Describe)</p>
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<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#43 Review and benchmark fleet maintenance for managed competition or targeted savings initiative for mid-life overhaul of transit rail cars</p> <p><i>Selection of the consultant (Washington Infrastructure Services Inc.) for the project is pending ratification by the CITT. Consultant will then have 8 months to prepare specifications for the overhaul of every sub-system on both the rail and mover fleets.</i></p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input checked="" type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#230 Analyze use of full size and minibuses with potential swapping to improve route efficiency</p> <p>With the agreement between Miami-Dade Transit and the Transport Workers Union to reclassify Paratransit Driver Attendants to Bus Operators effective in March 2003, it is now possible to swap buses on selected routes. Efficiencies are expected on routes with ridership less than the capacity of a full-size bus. The reassignment of buses on 5 routes is projected to be implemented in the Fall of 2003.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input checked="" type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#515 Implement Trip Planning system on the web allowing passengers real time planning of transit trips</p> <p>Trapeze selected as the vendor of choice. FDOT is reviewing contract drafted by Westwood One with input from other transit properties. After FDOT legal review, contract will be submitted to Trapeze for negotiation.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input checked="" type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#516 Fare purchase through electronic media – allowing fare purchase with credit cards through the web, phone and for payment at kiosks.</p> <p>Analysis has been completed. Design document is scheduled to be started April 2003.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input checked="" type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>

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<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#622 Assess alternatives and costs for providing services on new or current routes.</p> <p>New routes and improved services continue to be implemented rapidly due to the PTP. Overall system efficiency has been increased with the restructuring of some routes: the 22, 27, and 42 were restructured to terminate at Metrorail with implementation of the Coconut Grove circulator resulting in the use of minibuses only in the heart of Coconut Grove, which should improve on-time performance on the full-size bus routes; the Route 11 in Sweetwater was restructured in March 2003 and replaced by the Sweetwater circulator .</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#761 Create competition for the maintenance of various transit vehicles.</p> <p>Only 1 proposal received in response to RFP 322 – from Penske Truck Leasing. The Selection Committee recommended to the County Manager to approve negotiations with Penske. The County Manager concurred and negotiations are on-going. With RFP 322, maintenance facilities will be provided by the vendor thus lowering maintenance costs.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
			2610	2765	2619	948	2878	963		

The first and second quarter position counts reflect approved overages as a result of the PTP.

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

Bus Maintenance Technicians, Transit Electronic Technicians

C. Turnover Issues

D. Skill/Hiring Issues

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

Part-time Positions – 294 (all bus operators start out as part-timers)

Temporary Employees - 53

F. Other Issues

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FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
State Operating Assistance		16,287						
Local Option Gas Tax		17,000						
General Fund		124,101						
Fares		67,190	16,798	12,448	33,595	26,189	(41,001)	38.98%
Advertising & Other Revenues		6,124	1,531	(864)	3,062	383	(5,741)	50.00%
Tri-Rail Bus Feeder		667						
Total		231,369	18,329	11,584	36,657	26,572	(46,742)	
Expense*								
Personnel		165,615	41,404	44,999	82,808	96,145	(69,470)	58.05%
Operating		65,754	16,438	31,158	32,877	43,605	(22,149)	66.32%
Capital								
Total		231,369	57,842	76,157	115,685	139,750	(91,619)	124.37%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

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COMMENTS:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

The department is currently experiencing a shortfall in revenues mainly as a result of lower than expected farebox revenues. The agency believes that this is as a result of fraud which is currently being investigated, the impact of riding free on the buses without having a Golden Passport ID and lower than expected cost recovery on new service. Effective September 1, all eligible Golden Passport riders must show a Golden Passport to ride without paying.

The variance in expenditure is mainly as a result of excessive overtime partially as a result of the rapid implementation of the People's Transportation Plan.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

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DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature

Department Director

Date _____